

TECHNICAL INFORMATION



Remote Handset Failure - Incorrect Diagnosis

No: 86/03/00/NAS
Ref:
Issue: 1
Date: 05/12/00

AFFECTED VEHICLE RANGE:

Discovery Series II (LT)

All

SITUATION:

REMOTE HANDSET FAILS TO OPERATE

The customer may complain that the remote handset fails to operate in any of the following situations:

- When using a spare remote for the first time since vehicle purchase.
- Spare remote fails to operate after an additional remote has been programmed by Dealer (The spare remote was not available during additional remote programming).
- Following any repair involving battery disconnection.
- Following a discharged battery, i.e. vehicle unused for a period of time.

If proper procedures are not followed, the symptoms may lead to the incorrect conclusion that the remote handset has failed.

RESOLUTION:

VERIFICATION OF CORRECT HANDSET CONDITION AND PROGRAMMING

Before considering remote handset replacement, install a known good handset battery and retest. If the handset still fails to operate, confirm it is synchronized with the BCU by performing the TestBook procedure outlined in the REPAIR PROCEDURE section of this TIB.

PARTS INFORMATION:

No parts involved

WARRANTY CLAIMS:

86.90.41/01Time 0.40 hrs.

Transmitter re-program - door locks & anti-theft device

FAULT CODE: Z

Normal warranty policy and procedures apply

TIB 86/03/00/NAS	CIRCULATE: TO	Service Mgr X	Warranty X	Workshop X	Body Shop X	Parts X
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REPAIR PROCEDURE



CAUTION: If the owner requires an additional handset, **ALL** spare owner handsets must be made available before attempting programming of the new handset. Failure to provide spare handsets may result in the missing spare handset(s) bar code identification being overwritten, rendering it useless.



NOTE: The owner may be unaware of the correct remote handset functions. Always obtain an accurate description of the alleged failure. Ensure that the owner is fully aware of remote handset operation as described in the Owners Handbook "Locks & Alarms: section.

1. Install a new handset battery and retest.
2. If the handset still fails to operate, confirm it is synchronized with the BCU by performing the following TestBook procedure:
 - Ensure that ALL handsets are available (including any owner spares)
 - Ensure that the latest TestBook diagnostic disk is inserted.
 - From the selection screen, select - *DISCOVERY SERIES II*
 - Select - *SECURITY*
 - Select - *SUB SYSTEM TEST*
 - Select - *PLIP TEST*
3. Using the suspect handset, follow the instructions on the TestBook screen. If the handset requires synchronization, TestBook will provide an option to restore.
4. Continue as guided until synchronization program is complete and TestBook returns to the Welcome screen.
5. Test all handsets to ensure their correct operation.
6. If the suspect handset still fails to operate it should be replaced.